REVIEW OF RELATED STUDIES

Chapter 2

REVIEW OF RELATED STUDIES

2.1 Related Studies

2.2 Conclusion
Chapter 2

REVIEW OF RELATED STUDIES

This chapter presents review of related studies conducted in India and abroad. Literature review can help the researcher to formulate research design and appropriate tools for the successful completion of the study. The review includes papers presented in seminars, conferences, articles published in scholarly journals, research abstracts, books and library websites. The studies under review have offered insights on issues related to the organisation and administration of university libraries, different kinds of materials and level of user satisfaction. They are arranged chronologically.

2.1 Related Studies

Line (1963)\(^1\) conducted a study on the attitude of students to Southampton University library. The study revealed that women users used the library more than the male users did. The study also exposed that there were several deficiencies and problems in the university library policy.

Line (1966)\(^2\) carried out a survey of the attitude of the students to the library of Southampton University with questionnaire on a sample of three hundred and twenty two undergraduates. The survey revealed that the attitude of the students had changed for the better. Women students used the library more than their male counterparts did. The social science students showed remarkable improvements in the use of the library.
Krishan Kumar (1968) conducted a survey concerning teachers and research scholars in the department of Chemistry, University of Delhi. Questionnaire method was used for the study. The important finding of this survey was that quite a large percentage of research scholars did not use the library as much as they ought to. The survey underlined the importance of communication between the librarians and the users.

Bhushan (1972) conducted a survey among two hundred and fifty-two undergraduate and postgraduate students of IIT Delhi by means of questionnaire. The study revealed that senior students used the library more. The library collection was insufficient to the senior students. However, the majority of junior students opined that the collection was very adequate.

Panwar and Vyas (1976) carried out a survey on the users of the libraries of Indraprastha College and Laxmi Bai College, Delhi by distributing questionnaires to 340 users. The study also used interview method to selected users. The study revealed that the textbook and periodical collections were adequate in both the libraries but the reference collections were inadequate.

Rout (1982) presented a study measuring the user satisfaction on the important services by the central library, Sambalpur University. Sample population was collected from the faculty members of the postgraduate teaching departments. The analysis revealed that the users were partially satisfied over the strength of the book collection of the library in their respective subject fields. The users responded that the reference and documentation services provided by the library were not satisfactory. Users
were also dissatisfied with the services like housekeeping services, document delivery services and reading facilities.

Olankun (1983)\textsuperscript{7} attempted to examine the attitudes of major interest groups in Nigerian University on library policy, use and services, specifically the attitude of the faculty, students and librarians on the adequacy of resources, quality of library collection and library services. The study revealed that there was a difference in the pattern of library use by the faculty members and in the pattern of library use by the students. Majority of the faculty and student respondents indicated that they were in need of more assistance from the library staff.

Onadiran and Onadiran (1986)\textsuperscript{8} conducted a study to assess the opinion of the 1842 students on the Ahmadu Bello University library. The aspects examined include user’s characteristics, frequency of library use, reasons for using the library, user’s satisfaction and reasons for dissatisfaction. The study revealed that user dissatisfaction centred on the inadequacy of required materials.

Kawatra (1988)\textsuperscript{9} conducted a study with a sample of one hundred and nine research scholars of three universities in Rajasthan using questionnaire method. The study attempted to identify the impressions of scholars towards the adequacy of library resources, their use of the library and their view on library services. The study revealed that there was significant difference in the attitude of scholars towards the use of periodicals in different universities.
Scholars viewed that the resources and services of the library were inadequate to meet their needs.

Lahiri (1988)\(^{10}\) conducted a survey among the users of the periodical section of Manipur University library to identify their information seeking behavior and their accessibility to the holdings. The data were collected through questionnaire. The analysis revealed that majority of the respondents were not satisfied with physical factors relating to building, noise, uncomfortable and insufficient seating. The respondents also expressed dissatisfaction with non-availability of current journals and their poor display. However, 81 percent of the respondents reported that staff members were helpful.

Surya et al. (1988)\(^{11}\) conducted a case study to evaluate the collection effectiveness in university libraries with special reference to Annamalai University library. The study involved analysis of data relating to book expenditure, book collection and user population. The data were collected from the Annamalai University budget estimates, annual reports and the accession registers of the library for a period of thirty six years from 1951-1952 to 1986-1987. The study exposed that collection policy of the Annamalai University library had been scientific and practical. Regarding the periodical collection, Annamalai University library had built up a striking stock. A three-fold increase of periodical collection from first plan to fourth plan was identified. The study also revealed that the collection of books and periodicals were
comprehensive in all faculties to cope up with the wide range of teaching and research programmes.

Decor (1989) conducted a study in the library of the Rivers State University of Science and Technology, Port Harcourt on the attitudes and perceptions of student patrons. Questionnaire method was used to collect data. From the analysis of data, the investigator concluded that user education was so essential in university libraries. The study also pointed out the abuse of library facilities.

Devarajan (1989) made a study on information need and use pattern of research scholars in the University of Kerala. The main goal of the study was to understand the information needs, information-gathering behavior and use pattern of information of the research scholars in Humanities. Questionnaire method was mainly adopted for collecting primary data. The survey arrived at the following conclusions:

a) Majority of the scholars preferred to use books as their first choice whereas their second and third choices were reference books and periodicals respectively.

b) The existing collection in the Kerala University library system in the field of Humanities was inadequate to meet the research potentials of the scholars.

c) The services provided by the University library systems were highly adequate.
Gopal Reddy and Pulla Reddy (1989) made a survey through questionnaire to know the opinion of users on different aspects of library services of Kendriya Sanskrit Vidya Peeth library. The study revealed that the collection, services and facilities were not satisfactory. The authors suggested that the funds, collection of documents and number of staff should be increased in order to improve the services.

Rajagopal (1989) made a survey among the users of Sri Krishna Devaraya University Library, Andhra Pradesh. The survey was confined to research scholars (M.Phil and PhD) only. The objective of the study was to examine the adequacy of library collection, purpose of library visit, usefulness of library catalogue, up-to-datedness of the library resources, usefulness of library services and suggestions for purchase of books. The study also examined the reading habits of users. It concluded with the following findings:

a) 83.33 percent users indicated that the book collection was inadequate for their research work

b) 52.38 percent indicated that the library was not satisfying 40-60 percent of their research requirements.

c) Compared to M.Phil scholars, majority of PhD scholars replied that they were not able to keep up-to-date with the latest literature in their area.

d) Majority of the users found the user orientation programme useful and demanded such programmes in future.

e) Majority of the users indicated that the library should provide SDI service.
L’o’nnqvist (1990) examined the information seeking behavior and information needs of scholars in Humanities from a holistic perspective. The selection of sample was made among those disciplines represented at the Nordic Universities. Interview method was adopted for the data collection. The method of qualitative subject analysis was used to analyze data. The results of the investigation showed that the scholars in the humanities do not have homogenous information seeking behavior.

Ashoor (1992) conducted an evaluative study of the collections of Saudi University libraries based on ACRL standards. The study was conducted through questionnaires to Deans of library affairs to provide information on library holdings and collection development programme. The study revealed that the library holdings of six university libraries in Saudi Arabia were much below the standards of ACRL. The study identified the following reasons for this shortage: Lack of collection building plans, managerial problems, insufficient financial support, low participation of faculty members, absence of inter library loan and online searching facilities.

Somaraju (1992) conducted a study to analyze and identify the role of Andhra university library in supporting research. A survey was conducted among the full time and part time research scholars enrolled in the university. Census method was adopted and the response rate was 50 percent. The study revealed that research scholars expressed dissatisfaction with primary sources which were more relevant to research scholars. The scholars of different disciplines pointed out dissatisfaction on the library services being provided.
The investigator made recommendations to improve library services relevant to researchers.

Jasimir and Hari (1993)\textsuperscript{19} conducted a survey to discover the needs and expectations of users of Punjab University library. Questionnaire method was used to collect data among the postgraduate students, research scholars and teachers of science, social science faculties. The study revealed that most of the users were not satisfied with the service in the journal section because of the delay in the procurement of journals and lack of support from the staff. About seventy-four percent of the users were satisfied with the lending services and about sixty percent made use of the indexing and abstracting services.

Mallaiah and Badami (1993)\textsuperscript{20} conducted a survey to find out the use of information services and facilities of the Mangalore University library. Questionnaire was distributed to collect data from the selected research scholars of the university. Interview was also conducted to supplement the questionnaire. The study concluded that the majority of respondents visited the library with purposes of consulting periodicals, books, newspapers, magazines and reference documents. The survey identified that textbooks, dictionaries, encyclopedias, newspapers and magazines were sufficient to meet the academic and research needs. However, the periodicals and reports collection were found inadequate. It was also revealed that CAS, Inter library loan and reprographic service were not effective.

Marghalani and Hafez (1993)\textsuperscript{21} attempted a survey on online search service at King Abdul Aziz University library, Jeddah, Saudi Arabia. The
survey mainly aimed to investigate the perception of faculty members in the Jeddah main campus of the university. The data was collected by a specially designed questionnaire to all the chairmen of departments with each faculty. Personal interviews were also conducted with library staff responsible for the online service at the central library. The examination of all request forms presented to King Abdul Aziz University library for online search by faculty members during 1989 and 1990 exposed that 139 requests were made by 11 faculties and institutions. Forty-five percent of respondents used online search service to conduct personal research.

Mgaywa (1993)²² carried out a survey at University of Dar-es-Salam on the use of foreign language journals by social science faculty. The objective of the study was to find out the actual use of one segment of the library stock of social science foreign language serial collection. A self-administrated questionnaire was distributed among the members of the faculty of arts and social science to collect data. Findings of the study revealed that all the respondents made regular use of journals in the serial collection and majority of the respondents reported that they were unable to comprehend scholarly paper in foreign language.

Pangannaya and Rao (1993)²³ presented a study on information gathering habits of R&D personnel in selected large-scale industries in Mysore district. The main objectives of the study were to identify the information requirements of R&D personnel and the existing pattern of information gathering behavior of them. Questionnaire method was adopted for data
collection. The study revealed that most of the respondents gathered information keeping more than one purpose in mind; books were one of the widely used sources for gathering information. Majority of the respondents felt the absence of good library that provide adequate collection and modern services.

Abifarain (1994)²⁴ examined the information seeking behavior of Agricultural students in selected Nigerian Universities. Data were collected through the use of questionnaire distributed to students in five universities offering agricultural courses including an agricultural university. Analysis of the questionnaire showed that students made less use of the library than expected. Over 58.5 percent of respondents indicated that after attending formal lectures, they first turned to their lecturer for further information rather than going to the library. The study recommended library orientation programs strongly focused on information needs of the students.

Agrawal and Chakraborty (1995)²⁵ conducted a survey on information needs and use pattern of earth science scholars utilizing literature at the Banarbus Hindu University. Questionnaire was adopted to collect data. The study examined the use pattern of different type of materials, adequacy of library collection, services and related aspects. The result of the study indicated that there was a need for increasing existing collection in the library; implementation of various services like SDI, CAS, resource sharing; organising user education programmes; and introduction of sophisticated services by making use of computers.
Erens (1995)\textsuperscript{26} shared the results of the study that examined how recent developments in university libraries affected research. A postal survey was carried out on a random sample of over 2,500 university academics selected from the 1995 Commonwealth University Yearbook. All universities in the United Kingdom were included. This study was a continuation of the first study of this kind which was carried out between November 1989 and February 1990.

The main objective was to look at how well university libraries met research needs. Completed questionnaires were returned from 2,330 academics, which represented a 58 percent response rate. The results revealed that library collections were perceived by their users to be deteriorating, getting access to important journals was becoming increasingly difficult and, as a result, satisfaction with libraries was declining. Academics were relying more now on inter-library loan and on purchasing their own materials. The growing use of electronic services has, to some extent, mitigated the potentially detrimental effects for research of deteriorating collections. Electronic services permitted easier access to a wide range of information. However, views varied by university and by discipline, and it appeared that a significant minority of academics perceived that recent research was being suffered.

Maheswarappa and Hosamani (1996)\textsuperscript{27} made a study on the social scientists working at different postgraduate departments of Karnataka University. Dharward on awareness and usefulness of information services provided by NASSDOC, New Delhi. For data collection questionnaire was
distributed personally to social science teachers and research scholars. The study concluded that there was need for user education programme to create awareness and to promote the use of information services of NASSDOC among Indian scientists.

Chaya Devi (1997) assessed the attitudes of users towards the online information services in the National Ship Design Centre, Vishakapatnam. Survey method was adopted for the study and the questionnaires were distributed to the employees who performed online searching for their information requirements. The investigator concluded that the users were following both computer assisted and manual methods to access information.

Devi and Lahiri (1997) assessed the information seeking behavior of agricultural scientists in Manipur. The objectives of the study were to identify the basic area of research conducted by the scientists, various sources used by the scientists for dissemination of research results and their view about the availability of agricultural information in the state. To obtain necessary information from the users questionnaire was used. The study concluded that the agricultural information available in the state was not sufficient. Information relating to latest development in the field remained unknown and beyond the reach of the scientists because of poor acquisition, storage, and retrieval and dissemination mechanism of the library system in the state.

John (1997) investigated the information needs, use pattern and use behavior of social science research scholars. The objectives of the study were to examine the nature of search for the current information. In order to
understand the information needs, use pattern and use behavior. A survey was conducted by the investigator by using questionnaire. It was observed that information requirements differed among different groups of social scientists working in different environments.

Kanungo (1997)\textsuperscript{31} made an attempt to investigate the methods of seeking information by the women researchers in the disciplines of History and Political Science in the University of Delhi and Jawaharlal Nehru University. The investigator attempted to make a comparative analysis of the methods adopted by these researchers in finding, accessing and acquiring information.

The study was conducted in the form of a user survey using questionnaire and interview methods. Two separate questionnaires were distributed among one hundred and thirty women researchers (65 in each subject) engaged in M.Phil or PhD. A total number of 70 (53.84\%) filled questionnaires were received back. The study revealed that the women researchers in the disciplines of History and Political science deployed almost identical methods for accessing information. They used both formal and informal methods. Both groups showed more inclination towards informal methods.

Mallaiah and Sumangala (1997)\textsuperscript{32} attempted to elicit opinions from the postgraduate students of the Mangalore University library. The primary objective of the study was to investigate the library and information service facilities in the university library of Mangalore. The required data was collected through questionnaire method, supplemented by informal discussions.
with the students. Questionnaires were distributed among the selected group of 775 out of 896 students. 82.32 percent students responded to the survey. The study identified that the facilities and services were inadequate in some of the areas. The investigator suggested for the availability of advanced books and journals in all disciplines to support study, teaching and research work.

Prodhani and Gautam (1997) conducted a study on organisational structure, bibliographic organisation, size and strength of collection, processing of materials and co-operative activities of ten university libraries in North East India. The main objective of the study was to investigate the status of these libraries. The investigators used a questionnaire to collect data. The study revealed that the ten university libraries had variety of organisational structures depending upon the size of the library. The study found that trends in the procurement of books and subscriptions to journals were decreasing with respect to older libraries and at the same time budgets of these libraries were being pruned every year. The study also revealed that the libraries in the region did not pay enough attention to collection development in regional languages.

Rajesh (1997) conducted a user survey to evaluate the services provided by Banaras Hindu University central library and its subsystems from the users point of view. The study was made using questionnaire method, supported by interview. The study revealed the following results:

a) There was lack of sufficient documents in almost all sections.

b) Books were of older editions and researchers were not able to cope up with their requirements for research.
c) Periodical section was rated excellent by 60.94 percent of research scholars.

d) Most of the users preferred to access the catalogue by subject.

e) The percentage of users being assisted by library staff differed at different levels.

Zehery (1997) examined the development of six state university libraries in the Arab Gulf countries of Bahrain, Kuwait, Oman, Qatar, Saudi Arabia, and United Arab Emirates. The study was employed by a survey questionnaire. The findings suggested further research to examine and evaluate collections, service activities and instructional programs, staff development and training, cooperation among Arab Gulf universities, and library education programs in the region.

Singh (1997) conducted a survey among the users of Indian Institute of Technology library, Delhi. The study covered various aspects such as working hours, physical facilities, membership, purpose of visit to the library, use of library catalogue and document collection. It also examined the different aspects of library administration and management. Data was collected through two set of questionnaires, one for librarian and another for users. The result of the study revealed that majority of the users considered the physical facilities, collections and its organisation, services and attitude of the library staff as good. Most of the readers pointed out that the discontinuity in acquisition of periodicals affected their research work.
Maheswarappa and Havanur (1998)\textsuperscript{37} conducted a study to determine the relative importance of different sources of information and to know whether the personal attributes of biological scientists such as designation, qualifications, sex, age, experience, nature of work and nature of research in a university environment had any bearing on the use of information sources or not. The study revealed that reprints/preprints, abstracting and indexing journals, primary periodicals, research reports and subject bibliographies were the most frequently used sources of information. The personal attributes such as designation, experience and nature of research work had bearing on the use of information sources, while qualifications, sex, age and nature of work had no bearing on the use of information sources among the biological scientists in a university environment.

Prasad and Tripathi (1998)\textsuperscript{38} conducted a study on information seeking behavior of physical scientists and social scientists working in Banaras Hindu University. The main aim of the study was to find out the way scientists sought information and the extent of use of the existing library and information services. Data were collected using questionnaire. The study revealed that there were significant differences in the information seeking behavior of physical scientists and social scientists. There were differences in their approach, information needs and sources used for satisfying their information requirements.

Raina and Dayal (1998)\textsuperscript{39} carried out a study on student's feedback on the utilisation of library and its resource at the Indian Institute of Management
Lucknow. The investigators used questionnaire for data collection. Most of the students had appreciated the helpful and professional attitude of the library staff, flexibility of the rules, good collection and accessibility of documents. On the other hand, delays in photocopying, introduction of the ten cards based book issuing system, inadequacy of reading space, poor book preservation facility were some of the issues that had annoyed the students. In spite of this, the majority of students found the resources meeting their academic needs.

Saraf et al. (1998) made a study to identify the relationship among the information needs, channels, sources and the influence of background variables such as age, gender, qualifications and status in scientists and technologists in two scientific and technological research institutions in Bangladesh. Data was collected using questionnaires. The result revealed that, background variables had influenced scientists and technologists in the use of information channels and sources.

Boakye (1999) conducted a survey, at the University of Science and Technology, Ghana (UST), to determine the extent of awareness and use of science and technology collections by students, lecturers and research fellows. Of three set of questionnaires, one was administered to 582 (12.1%) out of 4846 students pursuing science and technology related courses, another to 60 lecturers and research fellows in the science and technology faculties and the third to the librarians concerned. The University Librarian was interviewed for further data.
The study revealed that 24.9 percent of students and 7.4 percent of lecturers and research fellows were not aware of the availability of some collections relevant to their studies, teaching and research. In addition, 21.6 percent of the students and 14.8 percent of lecturers and research fellows did not use the libraries at all. The study also reviewed the following factors affecting awareness and use of library collections: competence in library use skills; library promotion strategies; current awareness services; and attitudes of library staff towards users. The study forwarded a comprehensive range of recommendations to improve user awareness, including a well-planned library-training programme; better shelf labeling; and automation of library functions.

Sehgal and Navalani (1999) conducted an evaluative study on the growth and development of Punjabi University library in thirty years with respect to the working of library, finance, staff, membership, collection, services and automation. The data for the study was collected by verifying official records and personal observation. The study exposed that Punjabi University library had witnessed all round growth and development during the three decades, but it was uneven and slackened in some areas particularly in the field of collection building. There was decline in acquisition of books and journals due to shortage of budget.

Sudharani and Veeranjaneyulu (1999) conducted a study on the faculty members at Sri Padmavati Mahila Visvavidyalayam, Thirupathi, Andhra Pradesh. Questionnaire method was used to collect data. The study revealed that most of the faculty members visited the library for using current
periodicals. More number of respondents were dissatisfied with the books collection. Most of the respondents made favorable remarks on the adequacy of reference collection, abstracts, indexes, dissertations, conference proceedings government publications and services offered by the university library.

Veeranjeyulu and Ramesh (1999) conducted a survey on information requirements of Agricultural scientists in Andhra Pradesh adopting stratified random sampling technique for data collection. The purpose of the study was to:

a) Know the opinion of Agricultural scientists about the adequacy of agricultural information sources
b) Know what extend the agricultural libraries were meeting the information requirements of agricultural scientists

The analysis of data using chi-square test brought out that majority of the agricultural scientists found the books and periodicals in agricultural libraries inadequate. The scientists expressed the agricultural information sources were insufficient to meet their information requirements.

Biradar and Sampath (2000) attempted to identify the periodical use pattern of teachers and research scholars in Kuvembu University. The investigators tried to find out the use pattern of periodicals by teachers and research scholars, the relative importance of different sources of information, the personal attributes such as designation, qualification, sex, age, nature of work and their impact on the use of periodicals and the respondents opinion about the availability of sources in parent organization. Questionnaire was used
to collect necessary data. The analysis of the data showed that a large number of teachers and research scholars used the subject periodicals most frequently. It was also observed that a good number of users expressed their opinion about the lack of secondary periodicals and lack of online and CD-ROM database search facility in the library. The study also identified that personal attributes had impact on use of periodicals.

Crawford and Daye (2000) conducted a survey of the use of the electronic information floor (EIF) located in Glasgow Caledonian University’s Caledonian Library and Information Centre. The survey used both observational and questionnaire methods. The observational study found word processing, sending and receiving E-mail, and Web browsing to be the most common activities. The more substantial part of the study was questionnaire based, administered both on paper and electronic form. The study revealed that only about 13 percent used online databases. About a three percent had problems in using the electronic information floor. The study concluded that information searching was a minority activity.

Kaur and Nandan (2000) studied the impact of Information Technology (IT) on university libraries with reference to Bhai Gurudas library of Guru Nanak Dev University, Amritsar. Personal observation and verification of official records were applied for the collection of data. The study revealed that almost all housekeeping operations had automated. The library had installed LAN within the library. For the Internet based service the library acquired user terminals and printers. The study concluded that with the use of
Information Technology, the library could computerize all in house activities and provide CAS, E-mail and Internet based services.

Tumba and Daya (2000)\(^{48}\) conducted a study to examine the information environment of practicing geologists in Maiduguri metropolitan area. They tried to identify the information needs, information seeking behavior, adequacy of available information resources and the frequency with which the geologists used information centres or libraries. A combination of questionnaire and interview were the major instruments used by the researchers to elicit information. The findings of the study revealed that the geologists got their information resources mostly from journal articles and the newsletters of various associations. The study also reported that only very few geologists made frequent use of the library resources to meet their information needs.

Ammini (2001)\(^{49}\) conducted a study on the information needs of students in the department of Ship Technology, Cochin University of Science and Technology. The main objectives of the study were:

a) To assess the information requirements of users
b) To identify the sources of information that students used for getting the required information and the type of materials that they preferred.
c) To reveal the areas of inadequacy in the document resources
d) To evaluate the services provided by the library and to invite suggestion for better service.

Questionnaire was distributed to 94 users of the department comprising B.Tech, M.Tech students, and Research scholars. Response rate was 93
percent. The study revealed that library collection was inadequate except for periodical collection. Most of the students expressed difficulty in preparing papers for seminars and dissertations as the required material was not available in the library.

Mutula (2001)\(^5\) conducted a study on status of IT development in Kenya and its implications in libraries of public universities in the country. The study revealed that the IT adoption and use in the public universities in Kenya joined with political interference in the running of these institutions had far-reaching implications. Libraries were not paying attention to emerging information technologies such as Internet, full text of journals, and online services.

Siddiqui (2001)\(^6\) conducted a survey regarding the users opinion on different aspects of collection and its use in the Jawaharlal Nehru University library, New Delhi. The survey was conducted using questionnaire. Stratified random sampling was used for the purpose. The user group of the university library were divided in to five categories; teaching and non-teaching staff, research scholars, postgraduate students, undergraduate students and others. The result of the study revealed that the library was located in an easily accessible place. The atmosphere of the library was conducive for the study and research. Journals were not up to date. Editions of books were too old. Users were not satisfied with the number of library cards being provided and they demanded for more.
Tadasad (2001) conducted a study on the use pattern of information sources by postgraduate students in Gulberga University, Karnataka. Survey method was followed for the collection of data. A questionnaire was designed keeping in view of the objectives and hypothesis of the study and it was distributed randomly to two hundred and twenty nine postgraduate students in the main campus of the University. The study revealed that books, newspapers, popular magazines, class notes, notes of seniors, were the most used sources of information. Based on the statistical tests the study concluded that the personal attributes, vise gender, year of study, medium of instruction at graduate level, area of habitation, stay at hostels, marital status, and frequency of visits to university library had no bearing on the use of specific source of information.

Ahmed (2002) conducted an E-mail survey of seven Arabian Gulf university libraries in order to ascertain the types of Web-based services offered to users. The study specifically looked at the provision of access to Web-based services. Findings showed that almost all libraries were offering Web-based services to users in one way or the other. The study also discussed ways to improve and reinforce provision of such Web-based services, including effective methods of creating awareness and delivering the orientation and training necessary to create a positive environment for change. The study provided helpful measures to librarians of the Arabian Gulf libraries in enhancing or developing quality web-based services.

Dulle and others (2002) conducted a study on the use of information technology for research in Tanzania through assessing the feedback of
agricultural researchers. The investigators tried to examine as to what extend the application of information technology helped to access scientific information. Data were collected through questionnaire survey to 321 agricultural researchers selected randomly from 13 research centers throughout the country. The response rate was 76.3 percent.

Out of 244 respondents, 69.7 percent reported having access to Internet or E-mail facilities. 79.3 percent of the respondents had access to Internet facility. The E-mail facility was not popularly used for information requests for sources outside the centre. CD-ROM technology was found not to be readily available to many users. The study concluded that, along with a low level of information technology development in the country, the available information technology facilities had not been fully exploited to facilitate access to agriculture information. The study put some measures to improve information technology infrastructure and its use for improvement of research productivity.

Monopoli (2002) evaluated the use of electronic journals service of the library in the University of Patras, Greece. An online questionnaire was used to collect data on electronic journal use. The questionnaire was made available on e-journal service website for a period of one month. It was intended only for research staff, teaching staff and students. Two hundred and forty six e-journal service users responded to the survey, of which fifty two percent were students, 7.3 percent research fellows, 5.3 percent research associates and 32.5 percent faculty members. Regarding the users of e-journals, they preferred to browse by keywords rather than searching for a specific article. According to the results of
this study, a Greek user of an e-journals service was more likely to be a male researcher or academic staff member aged 35 year old or under. The study also revealed that more than two thirds of the respondents 69.5 percent considered the electronic version as the most favorable method of reading a journal.

Washington-Hoagland and Clougherty (2002) conducted a survey in University of Iowa to identify the resources and services the faculty and staff currently used for research, teaching, study, and work, in addition to planning for their future needs. For the purpose of study, questionnaire was used with objective of finding faculty and staff satisfaction on library resources and services and identifying unmet needs and areas for improvement. The study population included three groups: faculty, professional and scientific staff (P&S) and merit staff. Questionnaires were mailed to 1929 faculty, 591 P&S and 515 merit staff. Overall, 1414 questionnaires were returned, which represented an overall response rate of 46.6 percent.

The results revealed that faculty and staff would like the libraries to invest more in the acquisition of print books and journals, in addition to electronic journals. Faculty and staff relied on and preferred human contact and individual assistance. The study also revealed that faculty and staff underutilized many of the libraries’ resources and services simply because of lack of awareness. Like undergraduates and professional students, faculty and staff want expanded study space and improved physical facilities. The study also revealed that even though faculties were satisfied with current print and
electronic resources. the findings identified a need for additional resources to support faculty research.

Amusa and Adekunisi (2003) studied the collection development policies of Olabisi Onabanjo University library, Ago-Iwaye. The study was descriptive and had employed quantitative technique to collect the data. Interview was also carried out. The study identified that the library struggled towards ensuring wide and in-depth acquisition of resources for all the academic programmes in the university based on library principles, recommendations from faculty, careful selection and placement of order with reputed publishers and book sellers. The study also identified some barriers in the library collection development practices, among which were inadequate funding, absence of information and communication technology, unreliable power supply, inadequate staffing and scarcity of space and equipment required for collection building.

Ho and Gwyneth (2003) conducted a study on student perceptions of dependability and accuracy of the Texas A&M University libraries’ services. For the purpose of the study, a series of focus group interviews with students were conducted in the spring of 2001. This method used a series of small group interviews where individuals discussed their views and experiences in response to open-ended questions posed by a trained moderator. These questions were designed to elicit student perceptions of the accuracy and dependability of various library services. The users reported difficulty in locating materials, found inaccurate catalog and circulation records, encountered inadequate
signage, and received late notifications. The results of the study helped the library identify the areas for improvement.

Lombardo and Miree (2003) studied the impact of library instruction on business students perceptions and use of print and online resources. The study was designed to measure business students' initial perceptions and use of three information formats: the Web, online bibliographic and full-text databases, and print reference resources. The study also intended to explore the impact of library instruction on students' attitudes. The study sample was drawn from three sections of business class during the fall of 2001. Questionnaires were employed to collect data. The results indicated that after library instruction, students held more favorable attitudes toward print resources and used them in their research more than they had initially expected.

Noushad Ali and Hasan (2003) conducted a survey of the use of electronic information service by the users of IIT library, Delhi by distributing questionnaires to 450 users of the library out of which 396 responded. The study exposed that most of the users visited the library for borrowing books, searching CD-ROM and browsing Internet. Majority of the students used Internet for study or research purpose. Most of the students were satisfied with the CD-ROM service, photocopying service, Internet and OPAC.

Simon Fraser University Library (2003) conducted a survey of its faculty with an objective of soliciting feedback from faculty to ensure the library was meeting their needs and to seek ways to provide them with satisfactory facilities and a high level of service. Questionnaire was mailed to
658 faculty members. The response rate was 32 percent. The survey revealed that virtually all SFU faculties (99.5%) had used the SFU Library services or facilities; 93 percent had visited an SFU Library facility in person and 96 percent had done so from outside the library building. Although access to online articles was the most important collection item to faculty, access to print periodicals and the book collection were almost as important. Nearly 80 percent of respondents indicated that these three collections were meeting their teaching or research needs to a great extent or moderate extent. At least two-thirds of the SFU faculties were satisfied to a great extent or moderate extent with each of the facilities, with the exception of comfort of the library building. The SFU library web site was widely used by faculty and they found it relatively easy to use.

Jankowska (2004) conducted a web-based survey in the University of Idaho (UI), Moscow to determine the usage of information and communication technologies by faculty for research and teaching. The study also aimed to identify the information needs and future priorities of the faculty and evaluate existing electronic resources and services in the library. For the purpose of the survey, stratified sampling method was used to collect data from the UI faculty population and a 100 percent response rate was achieved. Respondents expressed their preferences regarding electronic materials and services of the library.

Survey results highlighted solutions to help faculty in this era of information overload and rapid development of technologies. Constraints
preventing the library from efficient services were discussed, and recommendations for improving existing library services and developing new ones were presented.

Leeds University Library (2004)\(^6\) conducted a customer satisfaction survey to establish how to improve library services for staff and researchers. The Library wished to find out which services were the most important to staff and researchers and to ascertain levels of satisfaction with the services provided. An online survey method was used to collect data. The results revealed the demand of users to increase the range of online journals. They also demanded to expand the number of web databases.

Amekuedee, (2005)\(^6\) undertook an evaluative study of library automation in Some Ghanaian university libraries with an objective to find out the library processes that were automated in Ghana's three older public university libraries namely, the Balme Library, the Kwame Nkrumah University of Science and Technology (KNUST) Library and the University of Cape Coast (UCC) Library. Data was obtained with questionnaires. The study examined areas of general automation, automation of specific library processes, networking, internet connectivity, training, and major constraints to library automation. It was found out that even though the university libraries realised the importance of library automation, they were hampered by lack of funds, lack of support from the university administrations, and lack of skilled staff to embark on automation of all library processes. It was also revealed that none of the libraries had OPAC facility to search and retrieve library holdings online.
Ani et al (2005) investigated the extent of adoption of information and communication technology (ICT) in university libraries in Nigeria. Postal survey was the instrument used for data collection. Almost sixty percent of the university librarians out of the twenty-nine university libraries surveyed completed questionnaires. The findings of the survey illustrated that only six university libraries were fully computerized, nine were about to be computerized, seven had installed local area networks, five had online public access catalogue and only four libraries provided internet service. The study found that the major obstacles that influenced effective adoption of ICT in university libraries were inadequate funds and the poor state of electricity in Nigeria.

Asemi (2005) attempted to study the status of familiarity and use of digital resources of the central library and CD-ROM databases available in the academic libraries of Medical Science University of Isfahan (MUI). The study was conducted by survey method. Questionnaire was distributed to a random sample of 250 students. The study revealed that even though majority of the students were aware of digital resources, use of digital resources found to be poor among the medical students of the university.

Rajeswari (2005) conducted an analytical study on the use of electronic resources and services by faculty, research scholars and students of Sri Padmavathi Mahila University (SPMU), Tirupati. Questionnaire was distributed to stratified random samples. The sample group consisted three groups namely teaching staff, research scholars and postgraduate students. The
response rate was 82 percent. The study revealed majority of the teaching staffs used Internet, E-mail and OPAC facilities. Most (36.2%) of the research scholars had the opinion that INFLIBNET services met their information needs.

Suku and Pillai (2005) conducted a study on status and problems of library automation in university libraries in Kerala. This study discussed the present scenario of automation activities of university libraries in Kerala. The study briefly described the role of INFLIBNET Centre in accelerating the automation activities of university libraries, especially in the context of UGC-Infonet programme. A structured questionnaire was used as the tool for the survey. It covered all the seven university libraries in Kerala, instead of limiting to a sample. The study was confined only to the central libraries of universities. The questionnaires were sent to the chief librarian/librarian-in-charge of the automation program of the library and the response rate was 100 percent.

The survey findings mainly covered various aspects of library automation such as information technology infrastructure, in-house activities, information services and their usage, manpower development, and budget. The study revealed that all university libraries in Kerala were using computers for their services and provided Internet and E-mail services to its users. LAN facility was available in all university libraries. Only 50 percent of university libraries in Kerala had introduced comprehensive automation of housekeeping activities.
2.2 Conclusion

The studies reviewed in this chapter revealed that majority of them were surveys conducted on research scholars, scientists and postgraduate students working in university environment. Major objectives of the studies were oriented to explore the attitudes towards library resources and services, usage, the information needs and use pattern. It was observed that there was scarcity of literature on the role of university libraries in research. Most of the studies reviewed do not focus on the information sources and service aspects of the university libraries with regard to supporting research. As the investigator found no worthwhile study on university libraries in Kerala, it was hoped that the present study shall be a valuable contribution in the field of library and information science in Kerala.
REFERENCES


